



Dear TRICARE Beneficiary,

Welcome to the new TRICARE South Region! This new, larger TRICARE region will be made up of former TRICARE Regions 3, 4, and 6. To enhance the delivery of high quality, cost effective health services to TRICARE beneficiaries in the South Region, the Department of Defense (DoD) awarded the new TRICARE contract for health care support to Humana Military Healthcare Services, Inc. (Humana Military). Contract oversight will be performed by the TRICARE Regional Office (TRO) South, San Antonio, Texas.

This new contract will start later this year, and we are already hard at work with our partners to ensure that services exceed your TRICARE expectations and to make a smooth transition to the new contract. The new contract will be phased in beginning with Regions 3 and 4 consolidating into the South Region in August 2004, followed by Region 6 in November 2004.

Both Humana Military and TRO South are honored to serve you, the military beneficiary, and to ensure that you receive the high quality health care you and your family deserve. Achieving this objective will require an unprecedented commitment to the delivery of high quality customer service which is a "core competency" of Humana Military. Our partnership is composed of a diverse group of men, women, fathers, mothers, former and current military members, and civilians, but we share a common goal of meeting your health care needs in a timely, professional, and caring manner.

One way we plan to meet your needs is by providing you access to cutting-edge tools and health information. To that end, a state-of-the-art Web site has been developed to furnish a wealth of information on claims, referrals, authorizations, a provider locator capability, and a host of other tools designed to help you navigate your health care system. We urge you to make note of the Web site (www.humana-military.com) and to take advantage of its capabilities when your region consolidates into TRO South. As we go forward, our highly skilled technology team will continue developing new tools designed to make TRICARE fit seamlessly into your busy lives.

As TRICARE beneficiaries ourselves, we are enthusiastic about the opportunity to serve the military community as your TRICARE support contractor and regional office. In the meantime, best wishes for good health from all of us at Humana Military and TRO South!

Sincerely,

A handwritten signature in black ink that reads "David J. Baker".

David J. Baker
President and CEO
Humana Military Healthcare Services, Inc.

A handwritten signature in black ink that reads "Martha C. Lupo".

Martha C. Lupo, COL, USA, NC
Acting Regional Director
TRICARE Regional Office South

TRICARE—Your Premier Health Care Plan

Serving Those Who Serve

As your South Region TRICARE contractor, Humana Military Healthcare Services, Inc. (Humana Military) looks forward to taking care of your family. We understand that your health care needs are unique, and we are committed to meeting those needs on a personal level. Our goal is to give you the best possible service and care at the best value.



What Does the Change Mean to Me?

If you are already enrolled in TRICARE Prime, you will remain enrolled and need to take no action. If you are currently in Regions 3 or 4, you should expect a new identification card by September 1. If you are in Region 6, you should receive the card by December 1.

There will be additional payment options available to you. These and other changes to the program are explained further in the new *TRICARE South Beneficiary Handbook*.

As a TRICARE beneficiary, you should expect to continue to receive high quality health care with the same level of benefits to which you've been accustomed.



Helping You Help Yourself

At Humana Military, we appreciate how valuable your time is. So, we have developed the following self-service tools that are available to you 24 hours a day, seven (7) days a week. We want you to have access to your health care information when you want and need it.

Online

Tap into a wealth of information at www.humana-military.com and take the first step toward managing your health needs. Our popular and user-friendly online services, which are available to all beneficiaries, enable you to:

- Find a provider
- Pay TRICARE Prime enrollment fees online
- Obtain program brochures and materials on everything from the transitional health care benefits program and reserve activation to enrollment portability and choices for college students
- Find health and wellness tips, including information on maintaining a balanced diet, keeping your children safe and healthy, managing your stress, and preventing heart disease
- Download claim forms, Other Health Insurance questionnaires, Third Party Liability forms, TRICARE Prime enrollment/change applications, and Authorization for Release of Information forms

Additionally, TRICARE Prime beneficiaries who are at least 18 years old may register for access to premium online tools that enable them to:

- Check their TRICARE eligibility
- Request a TRICARE Prime enrollment ID card
- Print temporary TRICARE Prime enrollment verification
- View the status and complete history of referrals and authorizations
- View the status and history of claims filed within the past 18 months
- Enroll and pay TRICARE Prime enrollment fee online
- Request a primary care manager (PCM) change
- Request an address change

For assistance utilizing any of the above tools, click on “Site Help” in the Beneficiary Services Menu for step-by-step instructions on how to take advantage of the Humana Military self-service options.

Interactive Voice Response Service

Your health benefits information is just a telephone call away. In addition to our online tools, Humana Military offers round-the-clock assistance at 1-800-444-5445. Our Interactive Voice Response (IVR) Service enables you to:

- Confirm eligibility, TRICARE plan type, and the date the plan became effective
- Obtain deductible, catastrophic cap, cost-share, and copayment information
- Obtain claim status
- Verify PCM assignment
- Locate a provider
- Request enrollment packets
- Obtain directions and business hours for TRICARE Service Centers (TSCs)
- Access materials and information on selected benefits
- Obtain answers to frequently asked questions



Providing a Network of Care

Humana Military has been serving TRICARE beneficiaries for almost eight years. In that time, we have developed an extensive provider network of more than 84,000 providers throughout the region. Finding the right provider for you and your family is as important to us as it is to you, so we've developed tools and processes to help you get exactly what you want and need.

Our online provider locator tool makes it easy to find a physician or facility at any time. At www.humana-military.com, TRICARE Standard and TRICARE Prime beneficiaries can access current information for network physicians and pharmacies, hospitals and ancillary clinics, military treatment facilities (MTFs), VA hospitals, and Urgent Care Centers.

Maximize Your TRICARE Benefits by Utilizing MTFs for Your Health Needs

The mission of the TRICARE program is to provide you with high quality health care and service, which is exactly what you will receive from the military physicians and staff at your local MTF. Humana Military is proud to have strong partnerships with our military providers, and we know that you too will enjoy the benefits of a relationship with the talented staff at your local MTF.

To obtain MTF telephone numbers, visit our “Find a Provider” section at www.humana-military.com. Or call us at 1-800-444-5445.

Contact Us

Part of our commitment to you involves being there when and where you need us. We hope that our three-part approach to serving you will do just that.

- Access information online at www.humana-military.com.
- Reach us by phone at 1-800-444-5445.
- Visit a TRICARE Service Center (TSC).

Located throughout the South Region, our TSCs offer you face-to-face assistance when the information on the Web site or telephone does not meet your needs. Find the TSC closest to you by using our online “TRICARE Service Center Locator” link. Simply enter your zip code, and the online locator will provide the name and address of the TSC nearest you. Additionally, the locator will provide a link to a map and driving directions to further help you get where you need to go.



Taking Care IS Our Business

While the structure of the TRICARE program has been reorganized, your health benefits have not changed. It is our mission to make the transition into the next generation of military health care as smooth as possible for you and your family.

Keeping your personal and family information up to date and accurate in the Defense Enrollment Eligibility Reporting System (DEERS)

is the most important thing you can do to ensure that you and your family receive constant TRICARE coverage. To update or verify DEERS information, visit www.tricare.osd.mil/deers. Or, you may reach the DEERS office toll-free at 1-800-538-9552. One call does it all! When you update your DEERS address file, the information is automatically passed to Humana Military operation systems.